



VACANCY ANNOUNCEMENT

June 22, 2011

Filing Specialist

The Kansas Secretary of State is hiring a Filing Specialist to serve in our Business Services division. This position will be responsible for: 1) assisting customers with filing needs and questions, 2) maintaining electronic and paper filing systems, and 3) office coverage.

Work Examples

Answer telephone inquiries; assist customers; assist opening agency mail; review corporate filings; enter information into computer system; prepare correspondence and follow-up with customers; prepare documents for imaging; maintain filing system; cross train for other duties within the division.

Job Requirements

- A strong work ethic including the desire to provide exceptional customer service
- Superior interpersonal skills including the ability to work in a fast-paced office environment
- A high degree of professionalism and respect for customers, co-workers, and supervisors
- Effective communication skills including the ability to actively listen and pleasantly share information with others over the telephone
- Proficient with general office equipment (computer, phone, fax, copier, etc.)
- Comfortable learning new processes and adapting to changes in processes and technology
- Ability to multi-task while maintaining a high degree of accuracy, work under pressure including successfully meeting deadlines and due dates, and process documents in a timely manner as established by a supervisor
- Ability to solve problems, thoroughly research issues and effectively communicate findings with customers and coworkers

Preferred Skills

- Bachelor's degree
- Experience working in a fast-paced, demanding office environment

Salary and Hours

This is a full time, benefits eligible position. Hours of operation are Mon through Fri, 8:00 am to 5:00 pm. Starting salary for this position will be between \$26,000 and \$28,000 per year depending on education and experience.

Application Deadline

The deadline to submit all application materials is **8:00 am, Monday, July 10, 2011.**

Application Requirements (2)

- Resume – May be submitted electronically as an e-mail attachment, mailed, faxed or hand delivered.
- Kansas Secretary of State Employment Application – To complete an application online, or to obtain a copy for mail, fax, e-mail or hand delivery, visit us online at:
http://www.kssos.org/about/about_resources_job.asp.

Application Process

An interview team from the Secretary of State's office will review all applications received by the application deadline. The interview team will select an interview group. Interviews will likely be conducted by a panel and performance-based questions may be used. The interview team will select top candidates after the conclusion of all interviews. The hiring decision will be based on a combination of criteria including but not limited to: resume, application, interview, experience, work history and reference checks.

Employment Philosophy

The goal of the Office of the Secretary of State is to hire the best available employee. The office does not discriminate on the basis of race, color, gender, sexual orientation, gender identity, religion, national origin, ancestry, age, military or veteran status or disability status in the employment and treatment of its employees or in the admission or access to its programs and activities. The Secretary of State's office is an equal opportunity employer.

Contact Information

For information regarding your application or the application process please contact Mike Brassel.

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